

TRIP MANAGER
FREQUENTLY ASKED QUESTIONS
www.tripmanager.com/xs

Q: I forgot my password. Can it be reset?

A: Yes, your password can be reset. You can click the [Lost Password](#) link or contact Keona Boothe (x7192) or Carol Kinsey (x7519).

Q: I am not set up in Trip Manager. How do I get set up?

A: Please send an e-mail to Keona Boothe (kboothe@jlab.org) or Carol Kinsey (Kinsey@jlab.org) to include traveler's first and last name, phone number and e-mail address. Once set up, you will receive an e-mail to let you know your username and password.

Q: I have a visitor traveling to the Lab one time. Do I have to have them set up as a traveler to book for them?

A: Yes, anyone that you book travel for must be set up in Trip Manager. However, for a one time traveler, you are able to use the "One Time Traveler" button. You will need to provide all the required information, such as phone number and email. A one time traveler will remain in the one time traveler section until they are deleted by a company Administrator. This is something that Keona, Carol, Danni, or Debbie can do.

Q: How do we go about locating the hotels in the area that are usually used by the lab for visitors?

A: Travel to local hotels can be booked as normal through Trip Manager though it may not show the negotiated rate with that hotel. When bookings are reviewed for Quality Control, the travel agent will ensure that we are charged the contracted rate and that it is direct bill.

Q: Where do we put the TA number and direct bill for rental car or hotel only if we do not get the special instructions box?

A: When booking a car/hotel only on Trip Manager you do not have to click the "Purchase Now" button since you pay for the hotel when you check in. All rental cars will automatically be direct billed to JLab. You will e-mail the TA number for the car/hotel only booking to one of the following e-mail addresses: Jlab_approval@cittravel.com or jgelhaar@cittravel.com. Please provide the Trip Locator number or the traveler's name and date of travel in subject line.

Q: Are we able to go back into the reservation to add rental car and hotel after airfare has been purchased?

A: Yes, you can go back into the reservation and add car or hotel. You sign back into Trip Manager, select the traveler off the list, if you are a travel planner, and select the trip you need to add a car or hotel too. Once you have the trip up on your screen you will click on the car or hotel tab at the top of the screen. Once you select the car or hotel tab it will take you through the normal booking process for a car or hotel.

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Q: Are we able to print an itinerary from Trip Manager which will include cost?

A: Yes, you can print a copy of the itinerary from Trip Manager for current trips. When you are on the final itinerary screen you will click on "Printable itinerary" which is found in the Gray Section right above your flight information. You can also e-mail the itinerary to the traveler or up to 4 other people at a time. If this is a past trip, you will need to contact CI Travel for an itinerary.